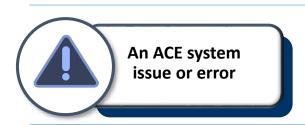


# **ACE Support Resources for Trade**

www.CBP.gov/ACE-Support

## I need assistance with...



## **ACE Support Desk (ASD)**

Phone: (866) 530-4172

Email: ACE.Support@cbp.dhs.gov

PGA Users Email: PGAACEaccess@cbp.dhs.gov



## **Client Representative Branch**

Email: gmb.clientrepoutreach@cbp.dhs.gov

Available Mon-Fri during business hours

Contact the ACE Support Desk outside of business hours



#### **ACE Training Resources**

Website: www.cbp.gov/ace-training

Guidance on CBP processes and business operations

**OFO Cargo Division** <u>cscwarehousing@cbp.dhs.gov</u>

AES Direct askaes@census.gov

Drawback otdrawback@cbp.dhs.gov

**Reconciliation** ofo-reconfolder@cbp.dhs.gov

Entry Summary otentrysummary@cbp.dhs.gov

Reports ace.reports@cbp.dhs.gov



#### **Bi-Weekly Trade Call**

Details available at: www.cbp.gov/ace-support

### Don't Forget! Cargo System Messaging Service (CSMS)

Sign up for automatic email updates on new trade processing capabilities, technical documentation, filing issues, and more: https://csms.cbp.gov

